

## **Regional Conference Report**

**Region 2 – Southwest NB**

**Kent Theatre (Chinese Commerce Centre) – Saint John**

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**Community Non-Profit Organizations Secretariat  
March 28, 2009**

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Region 2

Kent Theatre (Chinese Commerce Centre), Saint John

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This meeting was about partnership. As we discussed ways to empower the non-profit sector in our province, we were also working on the implementation of our Strategic Plan for the non-profit sector. The input and advice from the non-profit sector is critical to putting our plans into action. Non-profits have the pulse of the communities they serve. By working together, the non-profit sector can help government reach its goal of becoming more self-sufficient.

At the Secretariat, our mission is to promote the development of a vibrant and respected Community Non-Profit Sector which will give us the connection, that sense of belonging that we all want and share. Our overall goal is to promote respect for the work you do and sustain a culture of volunteering in our province.

As Minister, I am ready to be your advocate toward this cause.

Brian Kenny

Minister responsible for the

Community Non-Profit Organizations Secretariat

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### **Document Outline:**

Turning Point Conclusions

Strategic Plan

- Questions
  - Respect and Recognition
  - Revitalizing the Partnership
- Discussion notes

Questions

Roundtable Regional Perspective

Comments / Priorities

List of Attendees

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## Turning Point Conclusions

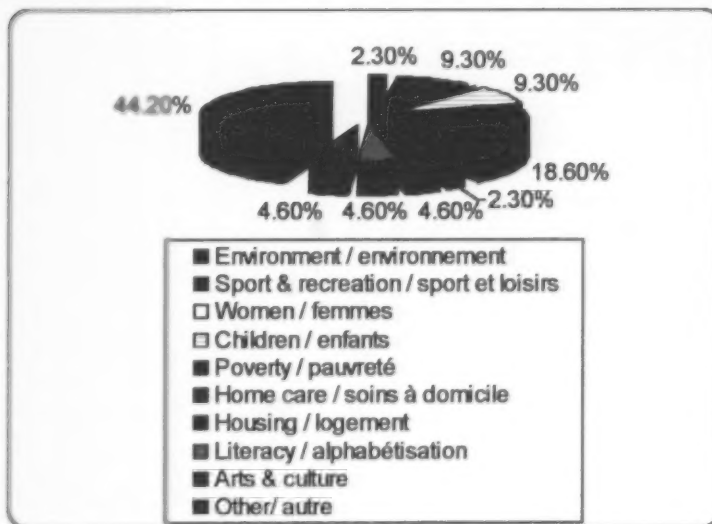
(Using electronic voting devices the audience answered the following questions during the conference. These results were shared with the audience after each question)

### 1.) What sector do your work with?

Dans quel secteur travaillez-vous ?

### Responses

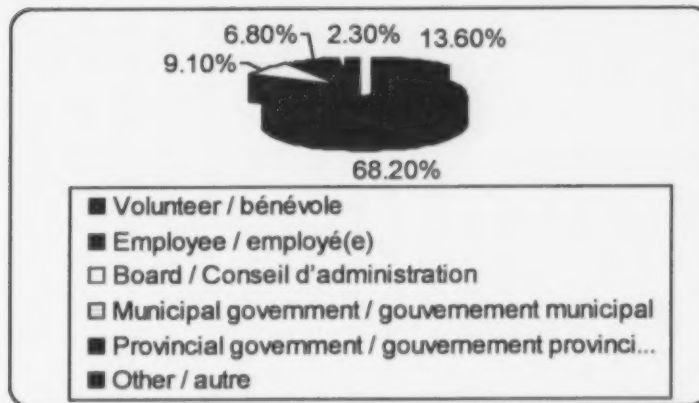
Environment / environnement	1	2.33%
Sport & recreation / sport et loisirs	4	9.30%
Women / femmes	0	0%
Children / enfants	4	9.30%
Poverty / pauvreté	8	18.60%
Home care / soins à domicile	1	2.33%
Housing / logement	2	4.65%
Literacy / alphabétisation	2	4.65%
Arts & culture	2	4.65%
Other/ autre	19	44.19%
<b>Totals</b>	<b>43</b>	<b>100%</b>



## 2.) Who am I? Qui suis-je ?

## Responses

Volunteer / bénévole	6	13.64%
Employee / employé(e)	30	68.18%
Board / Conseil d'administration	4	9.09%
Municipal government / gouvernement municipal	0	0%
Provincial government / gouvernement provinci...	3	6.82%
Other / autre	1	2.27%
<b>Totals</b>	<b>44</b>	<b>100%</b>

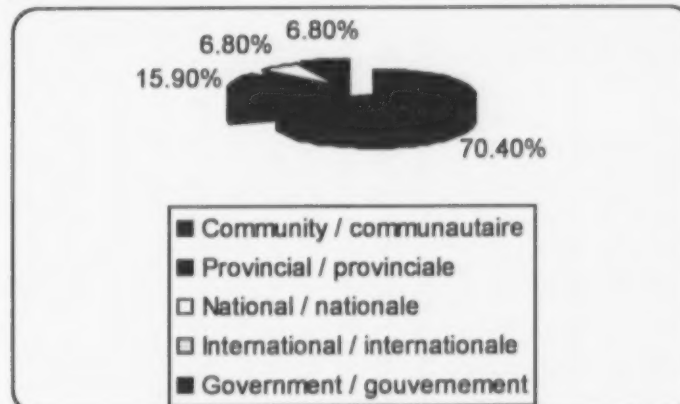


## 3.) Mandate of organization

## Mandat de l'organisme

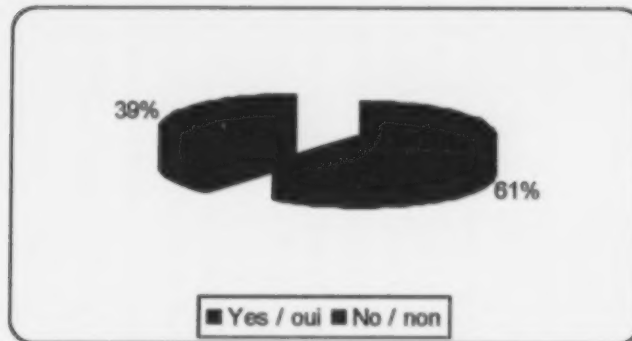
## Responses

Community / communautaire	31	70.45%
Provincial / provinciale	7	15.91%
National / nationale	3	6.82%
International / internationale	0	0%
Government / gouvernement	3	6.82%
<b>Totals</b>	<b>44</b>	<b>100%</b>



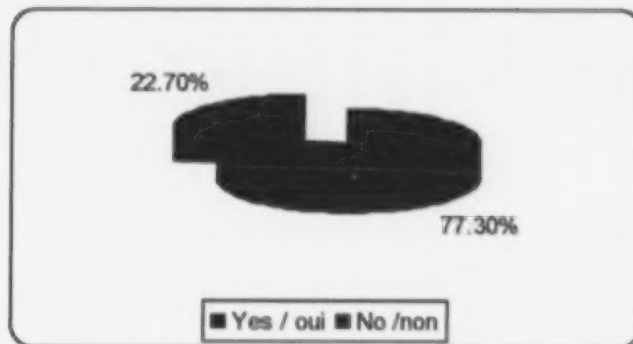
**4) Did you take part in the Task Force consultations in 2007?**  
**Avez-vous participé aux consultations avec le groupe d'étude en 2007 ?**

	Responses	
Yes / oui	25	60.98%
No / non	16	39.02%
<b>Totals</b>	<b>41</b>	<b>100%</b>



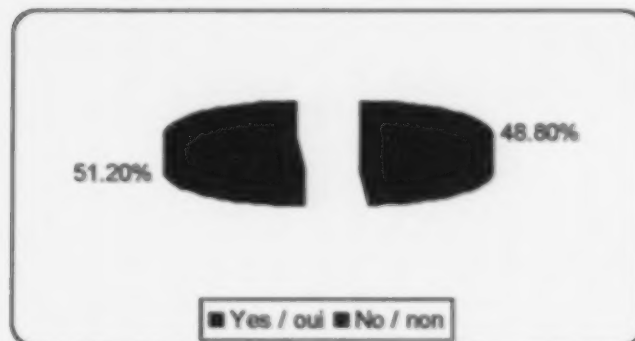
**5.) Have you read the Delivering on the Blueprint?**  
**Avez-vous lu Exécuter le plan d'action ?**

	Responses	
Yes / oui	34	77.27%
No / non	10	22.73%
<b>Totals</b>	<b>44</b>	<b>100%</b>



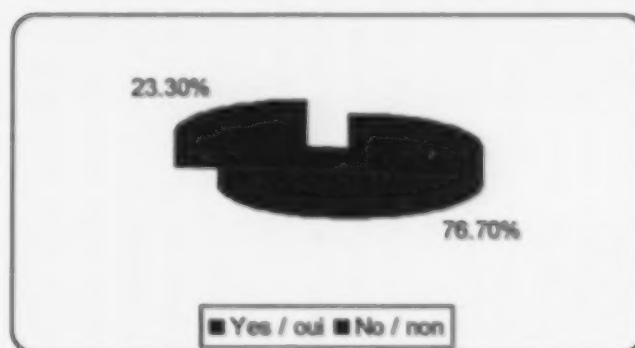
6.) Has your organization analyzed Delivering on the Blueprint?  
 Est-ce que votre organisme a analysé Exécuter le plan d'action ?

	Responses	
Yes / oui	21	48.84%
No / non	22	51.16%
<b>Totals</b>	<b>43</b>	<b>100%</b>



7.) Have you visited our website? Avez-vous visité notre site Web ?

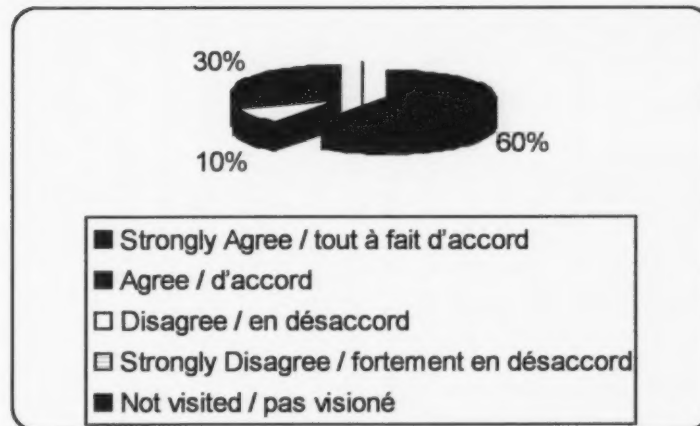
	Responses	
Yes / oui	33	76.74%
No / non	10	23.26%
<b>Totals</b>	<b>43</b>	<b>100%</b>



**8.) The website was useful  
Le site Web est utile**

**Responses**

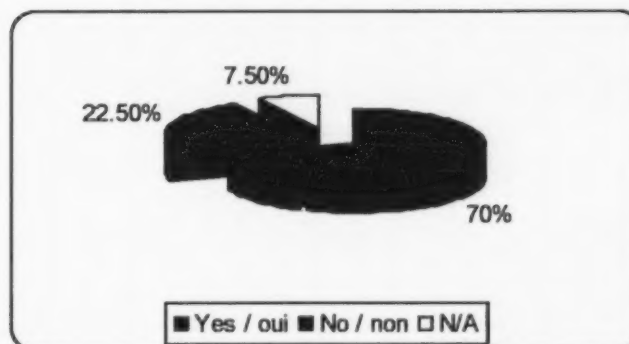
Strongly Agree / tout à fait d'accord	0	0%
Agree / d'accord	24	60%
Disagree / en désaccord	4	10%
Strongly Disagree / fortement en désaccord	0	0%
Not visited / pas visioné	12	30%
<b>Totals</b>	<b>40</b>	<b>100%</b>



**9.) Is your organization registered in our  
database?  
Est-ce que votre organisme est inscrit dans notre  
base de donnée ?**

**Responses**

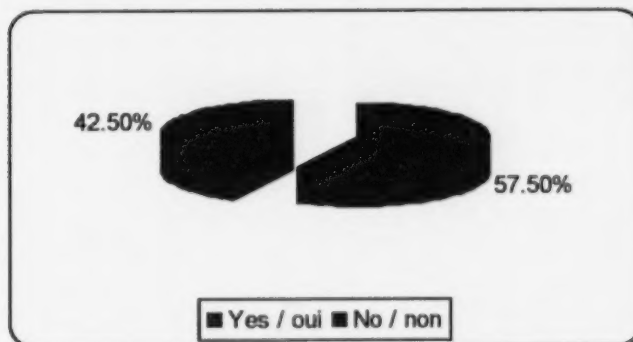
Yes / oui	28	70%
No / non	9	22.50%
N/A	3	7.50%
<b>Totals</b>	<b>40</b>	<b>100%</b>



**10.) Do you receive our newsletter? Recevez-vous  
notre bulletin de nouvelle ?**

**Responses**

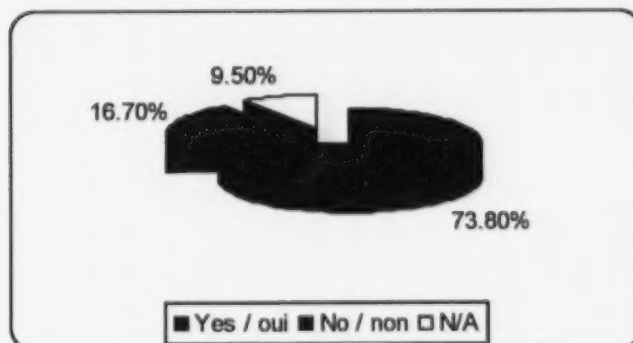
Yes / oui	23	57.50%
No / non	17	42.50%
<b>Totals</b>	<b>40</b>	<b>100%</b>



**11.) Is your organization incorporated?  
Est-ce que votre organisme est incorporé ?**

**Responses**

Yes / oui	31	73.81%
No / non	7	16.67%
N/A	4	9.52%
<b>Totals</b>	<b>42</b>	<b>100%</b>



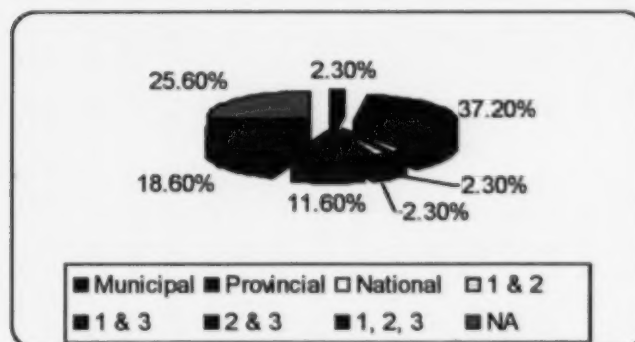


**12.) My organization receives funding from:**

**Mon organisme reçoit du financement de :**

**Responses**

Municipal	1	2.33%
Provincial	16	37.21%
National	1	2.33%
1 & 2	1	2.33%
1 & 3	0	0%
2 & 3	5	11.63%
1, 2, 3	8	18.60%
NA	11	25.58%
Totals	43	100%



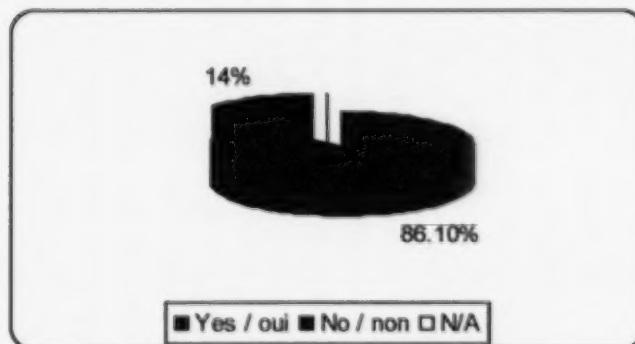
**13.) Does your organization / department currently partner with non-profits?**

**Est-ce que votre organisme / ministère est en**

**partenariat avec des organismes présentement ?**

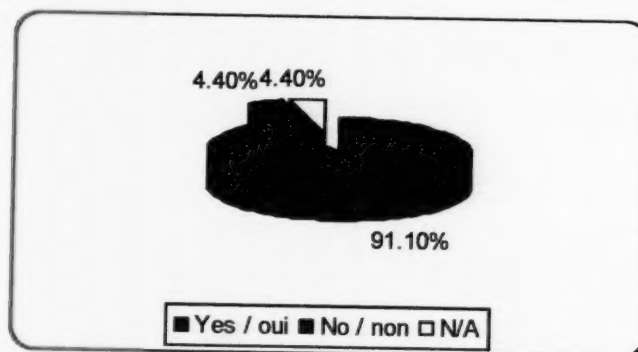
**Responses**

Yes / oui	37	86.05%
No / non	6	13.95%
N/A	0	0%
Totals	43	100%



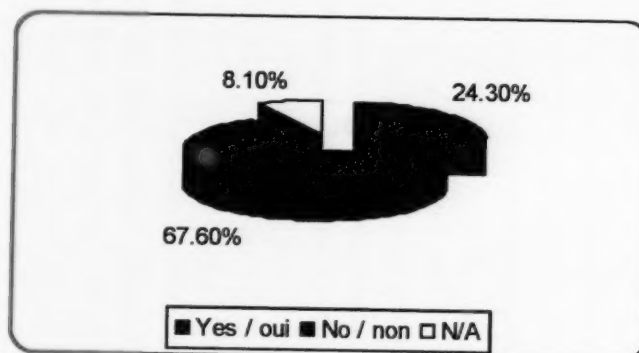
14.) Do you think more sharing amongst organizations would help your organization?  
 Pensez-vous que plus de partenariat dans le secteur aiderait votre organisme ?

	Responses	
Yes / oui	41	91.11%
No / non	2	4.44%
N/A	2	4.44%
<b>Totals</b>	<b>45</b>	<b>100%</b>



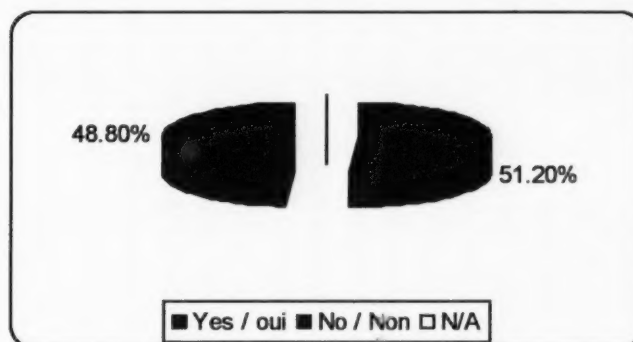
15.) Does your organization / department offer training for non-profit organizations? Est-ce que votre organisme / ministère offre de la formation aux organismes sans but lucratif ?

	Responses	
Yes / oui	9	24.32%
No / non	25	67.57%
N/A	3	8.11%
<b>Totals</b>	<b>37</b>	<b>100%</b>



**16.) Are you aware of the NB Family and  
Community Volunteer Awards?  
Connaissez-vous les Prix de bénévolat pour les  
familles et les communautés du NB ?**

	Responses	
Yes / oui	21	51.22%
No / Non	20	48.78%
N/A	0	0%
<b>Totals</b>	<b>41</b>	<b>100%</b>



## Strategic Plan

Group discussion took place during the conference to provide an opportunity for the participants to provide feedback on the strategic plan. The following questions and suggestions were discussed.

### Respect and Recognition

- Q. *How interconnected has the staff of the Secretariat been with the non-profit sector?*
- A. Our Executive Director is new to government directly from the non-profit sector. All of the staff has had varying degrees of involvement in the sector as an employee or a volunteer.
- Q. *Act as point of contact for the sector; do you see your role as to engage and enable – problem solving? If not, do you see yourself as being a mediator/ombudsman?*
- A. We have played the role of a facilitator. However we don't want to replace your existing relationship with government; we are there to enhance that relationship. For those organizations that don't have a contact – government consultant – or for those groups that don't know who to call – we can be that contact to find you the right

people. We can be a point of contact and help in facilitating meetings that bring several departments together in the same room. Our role is not one of ombudsman.

*Q. Can the Secretariat share timelines with the sector. We would like to hear what has been achieved. How can we get access to this?.*

A. We are working on creating a progress report and have heard from others the importance of such a tool to communicate better with the sector. We also want to hear from the sector as to the best way of communicating this information with you.

*Q. How can we assure that the government is committed to maintaining the Secretariat over the long-term?*

A. The Sector needs to help maintain it in using its services and speaking about the value of it. .

### **Revitalizing the Partnership**

*Q. Do the goals of the Strategic Plan match the goals that were outlined in the Blueprint for Action?*

A. The Blueprint categorized the recommendations into four key areas. These four areas have all been incorporated into our Strategic Plan. These four categories were quite large given the number and scope of the recommendations; therefore we have broken them down into ten long-term goals.

*Q. How can different groups connect? The Non-Profit Sector is a very diverse group.*

A. These conferences are the start of a connection. This is something the Advisory Committee is going to look at further. They will be discussing how to bring the various organizations together as a region. You need the opportunity to meet your neighbours and opportunities to work together. The Secretariat will play a facilitator role in getting that network going.

*Q. You mentioned that the Secretariat hosted several topic tables. Can you please explain the process and what topics were covered?*

A. Five topic tables were created in the Fall of 2008 (Multi-year Funding; Taxation Review; Environmental Trust Fund; Summer Employment Experience Development Program (SEED); Shoulder Season). An email was sent to our database explaining the five topic tables and organizations were asked to advise if they wished to participate in any of the five discussions. Each working group then submitted their recommendations on the topic to the facilitators of the group. Summary documents were produced on the Multi-year Funding, SEED and Shoulder Season discussions. These documents were used by the Secretariat in meetings with various departments to aid and guide policy discussion.

## Discussion Notes

- The priorities and goals were clear and they reflect the report that was put forth;
- Timebanking exists in the United Kingdom, United States and in British Columbia. You can exchange credit for time served as volunteering to seek out help in your own organization. This creates a place that values everyone's time equally; fits very well into this goal;
- In the initial report there were differences between the two linguistic groups – you did a good job of combining these recommendations together;
- Would like timelines to be included;
- Economic times have changed dramatically since this document was produced – this will have an impact;
- Fee for Services vs. other organizations – not all on the same page on background process – challenge for you as organizers. The sector represents a diverse and massive group in the province.
- One of the best outcomes in our region was in response to Claudette Bradshaw's visit during the consultations; a lot of groups in our region came together before here visit and we recognized that we can improve the sector with or without the governments help. We went ahead to partner together, we are not waiting for government to tell us what to do and hand it to us.

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## Questions

These questions were raised during discussion at the conference on the evaluation sheets, and on comment sheets during round table discussions.

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*Q. Is the Advisory Committee made up of non-profit organizations from across NB?*

A. Yes, the Advisory Committee is represented by volunteers and non-profit employees from a wide variety of sectors, from each region of the province.

*Q. During these times of economic uncertainty can we look upon the Secretariat as a voice at the cabinet table? We need to keep sector viable and alive.*

A. The Minister sits at the Cabinet table as your representative. The Minister and the Secretariat recognize that during this time of economic uncertainty there is an even greater need for the sector. There are a lot of tough choices to be made within government, but the Minister is always reminding his colleagues about the sector and the needs of the people of New Brunswick.

*Q. How is Government going to prioritize Delivering on the Blueprint and what steps are going to take place? How and when will the non-Profit Sector be notified about the work that has been done on specific recommendations?*

- A. The Secretariat will be hosting annual regional conferences in each of the seven regions of the province. It will be reporting on the progress at each conference. The Secretariat will also be providing an annual report to update people on the progress of each recommendation and reporting on the overall progress. The regional conferences are a tool for the Non-Profit Sector to inform the Secretariat of the Non-Profit Sector's priorities.
- Q. *Where are the Secretariat's top priorities?*
- A. The only recommendations within Delivering on the Blueprint that have a fixed deadline are retention of surplus as well as multi-year finding. There is currently a working group looking at these topics, with the goal of first steps of implementation effective in 2009-2010.

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## **Roundtable – Regional Perspective**

Groups were asked to review the Priority Long-Term Goals in the Strategic Plan and provide feedback on areas of concern and identify future steps in achieving these goals

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### **Financial Sustainability**

#### Concern:

- Defining eligibility of non-profits - Who will determine the value of a non-profit as they deliver service within their community?

#### Action:

- Process developed in a fair manner to ensure each non-profit is measured on its merit and their value reflected.

#### Concern:

- Placing value on services within the community. Defining the process. One agency or multiple agencies.

#### Action:

- A process developed to audit the value of programs being delivered within the community. Government to provide a method to recognize funding (budget) through a separate agency.

#### Concern:

- Where is status of this goal?
- Define core funding
- Funding criteria not identified
- How are amounts determined?



- Criteria for funding not defined based on budget needs or service demand, service history.
  - Multi departments or single department funding
  - Make funding process more accessible
    - Create a liaison that provides bridge to provincial funding programs (no matter what department)
  - More clear communication, there are too many special decisions for certain organizations or people
  - Process of assessment if programs are funding in duplicity
    - Public access to who is being funding for what
  - Inform us about surplus – publish all funding opportunities
  - Training on proposal writing
  - Give specifics regarding what can be funding (program advisors should advise)
  - Consistency across the board regarding fees paid in contracts (ex. Mileage rates)
- Suggest 2 additional goals:
- Volunteer funding for development and expense of those volunteers
  - Points of contact for financial goals

#### Sector:

- Create and submit budget for our individual needs so that the priority of long term goals become the areas of the budget.

#### Secretariat:

- Single point of Access for budgets to all levels of government for all information – then they will send to departments

### **Engagement process**

#### Concern:

- Level of awareness of front line workers - Knowledge to be shared allowing front line workers to volunteer in non-profits as part of moving into the community to provide services.
- Collaboration between front line organizations and staff with government departments regarding decisions affecting programs, services and policy
- Have government representatives come to non-profit organizations several times per year (someone higher up than front line staff, but below DM)
- Have reps who will attend non-profit events
- Make it a priority that staff get out of their offices
- Change mindset – they need to see themselves as OUR service providers
- Consistency across provincial department websites
  - So you can find what you need in the same place for every site
- Engagement process – there needs to be a change in process to educate government employees about non-profits. They should visit the organizations or volunteer 4 hours a week. This would really help non-profits get their message across.

What can we do to help the secretariat?

- Approach you with what we are doing and see if you can help
- Bring best practices re: what is working elsewhere that would be beneficial to our organizations
- Let you know what we need

**Regional Mechanism**

39. "To facilitate access to professional expertise within government" - add:

39. To facilitate access to expertise of non-profit organizations

41. "To encourage the trend towards administrative and service collaboration in the on-profit sector by regions" add:

41. Access to Databases and funding for databases

**One group submitted their rating of the Long-Term Goals:**

Long term Goals:

Priority of goals

1. Financial Sustainability of Organizations	1
2. Coordinating Mechanisms	5
3. Engagement Process	-
4. Participation in volunteer activities	3
5. Departmental Policies and the Sector	-
6. Access to Resources	4
7. Financial Protection	-
8. Professional Development	-
9. Communications and Information	-
10. Regional mechanisms	2

**Comments/Priorities**

The following feedback was recorded by participants on comment sheets during the conference

*What are ways that we can move forward in helping the Secretariat?*

Information sharing

- One possible role is to be a hub for research, particularly dealing with Sectors – capacity analysis with the idea of collaboration/coordination. Move beyond sharing abilities. In a more formal way, research the sectors.



- Keep the newsletters coming they are great. If you need two pages for resources then that's great. Plug us with lots of information. Add a column for updates/progress/who's doing what.
- Be a source of resources – but also a filter for the information that we do receive (factual information)
- Continue approaching you with what we need. Provide you with best practices so that you know what you need to help us.
- What we can do to make your job easier? Contacting our MLA's. Provide you with a synopsis of what we each do, so that duplication of services can be checked out. Both sides provide progress reports. Have a brag box on your website/in your newsletter. Full story on your website can be hyperlinked.
- Side benefit of Secretariat is networking and links. I would like to see it enhanced. Benefit of being here today: resource sharing. Provide us with: resource specific workshops; information on grants and licensing; resource a database on non-profit; provide best practices/success stories; economic development and job creation linked to the non-profits; list employment opportunities.
- Every organization could submit all their information into one portal. Secretariat would then submit to all levels of government. One stop. Sustainability – create and submit a budget for their individual needs; act as a point of contact for all forms of government (municipal, provincial, federal)
- Software useful to Non-Profits
- Provide Funding Sources on the website by category: government, foundations, and grants
- It would be important to also inform people about which government departments are on board with Strategic Goals and how or what is their commitment to the process. Also important is to note why they can't be on board with the Strategic Goals.
- I would like more information on the progress the Secretariat has made on the Priority Goals.
- Email "report cards" to non-profits
- When communicating outcomes (ie. What has been achieved) let us know right away.
- Use your database to email/share info.
- Need to establish an interactive website to enable Non-Profits to obtain and share information on Fundraising – grant writing and volunteer development
- Webinars on site
- Transparency – in all ways – funding, decision making, collaboration.
- Need to access best practices – other provinces, other jurisdictions. For communication between government and Non-Profits, for funding non-profits, for reporting to whole sector on the financial granting/funding throughout all sectors
- Your website is an excellent tool to supply information to the sector. There are valuable things that can be done electronically and there are experts all over the world.

- There are sources of funding that are available nationally and worldwide ([http://www.techsoupcanada.ca/about/about\\_techsoupcanada](http://www.techsoupcanada.ca/about/about_techsoupcanada)).

#### Advisory Committee

- Make sure communication is clear – back and forth – provide them with clear job descriptions and goals.
- Should set up small working groups on specific issues
- Committee members at meetings with the Secretariat and government – building trust within the sector
- Enhanced non-profit networking processes
- Make sure we are connected to our rep on the advisory committee and they are in regular communications with us, and use us to distribute information to our contacts.
- Advisory committee representative can meet with local groups – ex. In Saint John HDC can coordinate locally our non-profit's to meet with them.
- I would like to have quarterly meetings that follow from email connections on a frequent basis. I would be hesitant to have an "open forum" on the secretariat's website. Nitty gritty discussion does not occur this way and it would be public. Quality forums would focus on progress of the goals, our input.

#### Future Conferences

- More time into specific recommendations rather than updating calendar events.
- Would like specific resource centered workshops.
- The mixing of the various non-profits was great.
- Next time I would like to meet and hear first an update from the Secretariat.
- You need to sub divide organizations into groups. I.e. sports, child services etc. Although goals are similar they require different solutions to get there.
- The process needs to be improved to allow more networking. As well, it needs to enable the non-profits to set priorities and an agenda/strategy for themselves.
- Provide networking opportunities between the non-profit sector and department bureaucrats. There is a disconnect between the non-profit sector and those in the Provincial Government who make decisions re policies and funding.

#### Conference Feedback

- Overall this was a very informative and beneficial event.
- It is great that you see the problems. We expect big things out of your department and I believe you have the ability to leave a legacy.
- I would recommend you continue to explore the non-profits in our province. We are fortunate to be in a community that is deeply connected and practicing grassroots politics. We have the vehicle and you are the gas. You can help us run the vehicle. Continue partnerships and pushing new policies.

- We must work together and make both sides accountable. We see the issues, now let's get some concrete solutions and we will all carry them out. Thank you for your time. We look forward to working with you.
- Great job – excellent information sharing session, looking forward to the future.
- NPO Secretariat needs to visit our communities
- We're talked out – let's do it together!

#### Recommendations

- Get all of the recommendations DONE before next elections.
- Core funding – don't claw back surplus if it can be used. Recommendation – keep up to 50% of annual budget
- Some agencies are funded year to year even after being around for decades. Multi year funding will be welcomed.
- Support new initiatives/services – roll out services after shorter piloting periods.
- Lengthy and redundant annual applications/reporting take up too much time – too much paper!
- Concern about economic cut backs – will all burdens fall on non-profit sector?
- Advocacy role of the Secretariat - Utilizing the skill set of the abilities of the Secretariat.
- How do you create your budget if you don't know ours?
- Most Non-Profit Organizations are working with the most vulnerable citizens. I have concerns about criminal record checks. This is not a consistent process. There are issues with payment vs. no-payment. I am suggesting that the process is made consistent and advertised publicly across the province. (One process used elsewhere is the 99 check. It is a 4 step process that is nationalized).
- There needs to be collaboration with front line staff. There should not be decision making without first talking to the people affected.
- Have to ensure that everyone knows what engagement means. Ownership by the non-profit of the non-profit. Grassroots up not government down.
- Access to translation services.
- A clear message needs to be sent to government regarding the sectors impact on the economy.
- We have voice, we have a Minister, and we have an advisory committee, but we have an economic recession.
- Non-profit and profit should work together. Government should do their bit.

## List of Attendees

Association Museums New Brunswick	Clark, Brian
Booth Residential Services	Dickinson, Robert
Booth Residential Services	Durdle, Major Carson
Booth Residential Services	Hood, David
Boys and Girls Club-Youth Choices	Maxwell, Alyson
Boys and Girls Club-Youth Choices	Cooper, Debbie
Business Community Anti-Poverty Initiative (BCAPI)	Chaperlin, Monica
Cambridge-Narrows Regional Library	Dunsmore, Brenda
Canadian Red Cross	London, Dugna
Centenary-Queen Square Day Care Centres Inc.	Kirkwood, Marcia
Charlotte County Poverty Working Group and Charlotte Dial	
A Ride	Castell, John
Community Living Center	Kohler, Wanda
Credit Counseling	Mackin, Josee
Credit Counseling	Arsenault, Gordon
Department of Health	Ross, Ken
Department of Social Development	Boulay, Charles
Department of Social Development	Ross, Paul
Dragonfly Center for Autism	Dickson, Matthew
Dragonfly Center for Autism	Bartett, Cynthia
Dragonfly Center for Autism	Townsend, Lindy
Eastern Charlotte Association for Community Living	Carrier, Laura Lee
Family Plus/Life Solutions Inc.	Clarke, Susan
Fitness New Brunswick	Mulholland, Chris
Football New Brunswick	Murphy, Bill
Football New Brunswick	Harlow, Larry
Fundy Community Foundation	Thurber, Sandy
Government of Canada - Rural Secretariat	Lambert, Jean
Healthy Eating Physical Activity Coalition of NB	Dickson, Nora
Human Development Council	Hopkins, Chris
Human Development Council	Allen, Belinda
Human Development Council	Hatfield, Randall
John Howard Society of Charlotte County	Wilson, Kelly
Kings Valley Wesleyan	Logan, Ruth
Learning Disabilities Association - Saint John Chapter	McKay, Fabienne
Multicultural Association of Saint John Inc.	Iverson, Melana
Muscular Dystrophy Canada	Sparks, Jeff
New Brunswick Environmental Network	Coleman, Mary Ann
ONE Change	Calvin, Tammy
Resident & Volunteer	Gallant, Elizabeth Ann
Saint John Learning Exchange/ Human Development	
Council	Flanagan, Janelle
Saint John Volunteer Centre	McLaughlin, Eileen

South End Daycare Centre Inc.  
Synchro New Brunswick  
The Family Resource Centre (S.J.) Inc.  
The Greater Saint John Community Foundation  
Vibrant Communities Saint John  
Winterfest NB Inc/Festhiver NB inc.  
YMYWCA

LeBlanc, Dawn  
Phillips, Ann  
Borsic, Silvia  
Barry, Jane  
Wright, Cathy  
Antworth, John  
Boucher, Shilo